

TITLE OF REPORT: CARER SUPPORT - ADULTS

REPORT OF: Lynn Wilson – Service Director, Quality Assurance & Commissioning (Gateshead System)

SUMMARY

Support for Adult Caregivers in Gateshead is provided by two commissioned services, **Gateshead Carers Association** and **Carers Trust Tyne and Wear**. These services are two elements of a three-part Carers contract, which commenced on 1st May 2019 and expires on 30th April 2024. The contract, which also includes services for Young Carers provided by Carers Trust Tyne and Wear, is jointly funded by Gateshead Council and North East & North Cumbria Integrated Care Board (ICB).

Gateshead Carers Association provide a range of support services for adult caregivers over the age of 18 years. Support includes, completing carer assessments, 1 to 1 confidential carer wellbeing support, carer wellbeing fund, a carers café, tailored support for young adult carers aged 18-25 years, carer support groups and activities, telephone befriending service and a holiday home in Cumbria.

Carers Trust Tyne and Wear provide the Carer Relief Service for adult caregivers up to a total maximum of 400 hours per week. This service offers up to 4 hours per week replacement care to allow caregivers a break from their day-to-day caring responsibilities. There are 3 key elements to this service:

- Providing practical support e.g., shopping, household tasks and meal preparation.
- Providing personal care e.g., personal hygiene, medication prompting and dressing.
- Providing social care e.g., help with bill paying, support to access training or local facilities.

Purpose of Report

To update Overview and Scrutiny Committee (Care Health & Wellbeing) on progress of the Adult Support services for Carers, commissioned by Care Wellbeing and Learning.

Background

Data for the first three quarters of 2022/23 (1st April 2022 – 31st December 2022) from **Gateshead Carers Association** identified a total of 1163 adult caregivers who were supported during this period.

A total of 403 new caregivers were referred and supported from April 2022 to December 2022, of which 73% were female and 27% male; 55% of the referrals were for caregivers aged 36 to 65 years and 19% were aged 66 to 80 years.

Further data from **Gateshead Carers Association** for this period can be broken down as follows:

The referral sources for the 403 new caregivers accepted during the period from April 2022 to December 2022 were:

Self-Referral/Family- 62%

Voluntary Sector Organisations – 14%

Substance Misuse Service – 10%

GP's – 6%

Other – 6%

Gateshead Council Adult Social Care – 6%

Hospital – 2%

NHS Service – 2%

Gateshead Council Children's Service – 1%

Children & Young People's Service (CYPS) – 1%

During the period from April 2022 to December 2022 the following interventions and support were recorded for all caregivers:

Intervention/Support Activities	No. Activities
Initial Carer Assessments Completed	1163
Support (Wellbeing) Plans Completed	1160
In-house Befriending Service	46 Hours of support
Wellbeing Fund Applications	599
Group Activities	63
Promotional Work, inc., Community Awareness Raising	26
Weekly Carers Café (4-6 attendees per session)	36
Weekly Creative Minds/Our Story Workshop (4-6 attendees per workshop)	16

With regards to the Wellbeing Fund, which includes access to the holiday home, all 599 applications made during this period were accepted. The fund provides a discretionary, once a year maximum payment of £200 for caregivers supported by GCA providing more than 15 hours support per week. The total value of Wellbeing Fund payments for the period was £119,800.00.

In terms of measuring performance and outcomes, Gateshead Carers Association work with individual caregivers to review identified goals in the tailored wellbeing plans. The following performance data covers the period April 2022 to December 2022:

Measuring Outcomes (Complete on a quarterly basis)	Aggregated % (Increase % from when started)
Developing, maintaining or regaining positive nutrition (e.g.: diet, eating and drinking, cooking, shopping).	20.66
Developing, maintaining or regaining improvements in their physical health.	28.64
Developing, maintaining or regaining improvements in their emotional health.	45.31
Developing, maintaining or regaining improvements in their mental health.	37.5
Developing and improving sleep routines and the quality of sleep	42.39
Developing, maintaining or regaining their self-esteem and confidence.	34.18
Developing, maintaining or regaining relationships and friendships, reducing isolation and improving social inclusion.	30.49
Developing, maintaining or regaining access to school or college.	92.31
Developing, maintaining or regaining access to work, training or volunteering opportunities.	55.1
Developing, maintaining or regaining progression to achieve identified goals or aspirations including educational.	29.91
Partaking in recreational activities.	31.16
Attending appointments.	18.18
Improving social inclusion.	31.16
Developing, maintaining or regaining coping mechanisms to support their caring responsibilities.	29.89
Support in relation to any excessive or inappropriate caring responsibilities that impact on their health and wellbeing.	38.11

Further information on outcomes were also captured in the 2022 Annual Report:¹

Quality is also measured through feedback from caregivers who receive support:

You really cheer me up. You don't realise you do it but you care and it is nice to talk to you. My family don't seem to understand she is not better, but you listen and do not judge. I sometimes feel alone and you help with that. I really enjoy our chats. Thank you.

You have helped me tremendously over the past few years, wouldn't have known where to turn to

A fab service that is excellent at meeting the needs of the people of Gateshead!

Your calls really make my day. Thank you.

¹ [Our impact | Gateshead Carers Association](#)

Thank you so much for all of your help, as recent arrivals to the UK our children have very little. We are very thankful.

Your telephone call was the tonic I never knew I needed. Thank you so very much for being so kind. I told my husband about the grant applications and he burst into tears at the kindness. We're really looking forward to being able to have a working tumble dryer. It really is the small things.

Sometimes I wonder if you guys realise how good you are. You kept me right from (cared for Name) going into hospital and avoided another catastrophe trying to look after her. I really appreciate that support.

I don't know what I would have done without you. You're a godsend. Thank you. You always make my day better.

Thank you so much Gateshead Carers for your assistance for me on the Carers Grant fund and for the lovely phone calls. I sincerely appreciate it.

Data from **Carers Trust Tyne and Wear** for the Carer Relief service is received in 4 weekly returns, data from 4th April 2022 to 8th January 2023 can be broken down as follows:

Weekly Start Date	No. of Clients	Min & Max Support Hours	No. receiving 0 hours support*	New Clients
4 th April 2022	95	4 - 16	16	3
2 nd May 2022	85	2 - 16	12	6
30 th May 2022	87	2 - 16	8	3
27 th June 2022	82	2 - 16	5	4
25 th July 2022	86	2 - 16	10	4
22 nd Aug 2022	87	2.5 - 16	12	5
19 th Sept 2022	86	4 - 16	8	4
17 th Oct 2022	88	4 - 16	10	2
14 th Nov 2022	84	4 - 16	12	3
12 th Dec 2022	82	4 - 16	9	0

*Reasons for 0 hours support include: hospitalised, respite and service no longer required.

In terms of measuring performance and outcomes, Carers Trust Tyne and Wear work with individual caregivers to complete an assessment and review identified goals in the cared for person's care and support plan.

The following outcomes for caregivers supported by Carers Trust Tyne and Wear were captured in the report, "Relief care services during the pandemic, the value of breaks from caring and the impact of the loss of these services" Hough J, April 2022² :

² [New Research into Support for Unpaid Carers During the Pandemic | Carers Trust Tyne and Wear \(carerstrusttw.org.uk\)](https://www.carerstrusttw.org.uk)

Carers Trust Tyne and Wear has helped me:					
	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
Have a better quality of life	23%	53%	25%	0	0
Feel less lonely or isolated	29%	45%	24%	0	2%
Improve my wellbeing	25%	48%	28%	0	0
Look after my mental health	23%	44%	33%	0	0
Look after my physical health	15%	44%	35%	3%	0

Overall, the Carer Relief Service helped to improve carers' health, well-being and quality of life, and increase their social connectedness. Around three quarters of the carers surveyed said that they had a better quality of life (76%), felt less lonely or isolated (74%) and had improved well-being (73%) as a result of receiving the Carer Relief Service. Two thirds (67%) said that the service had helped them to look after their mental health, and over half (59%) their physical health. Only three people disagreed with any of these statements.

Quality is also measured through feedback from caregivers who receive support:

Always Caring, friendly and provide fantastic level of support.

Four hours a week when I can switch off and not worry about my husband, knowing he has someone kind and caring keeping him company . All my contact with the service has been positive.

We don't worry at all when she is being looked after as we know she getting great care. Warm and Caring staff – all lovely.

Thank you so much for all your kindness and support you gave me I am very grateful for you did for A.

its given me back that elusive gift of freedom, because without them I wouldn't have the freedom I do enjoy. Its invaluable time. It means I can go away and leave my wife and know I have nothing to worry about, I know she will be perfectly well looked after.

We had that feeling of ; the cavalry's not coming , you have to get on and do it. During the pandemic we were having to rely on ourselves. Al our support networks disappeared apart from Carers Trust.

Comprehensive annual quality inspections have also been completed for both Gateshead Carers Association (13th December 2022) and Carers Trust Tyne and Wear (27th January 2023).

Recommendations

1. The Overview and Scrutiny Committee is asked to accept the content of this report and refer any questions to the Commissioning Officer for further clarification.